

IN THE CLAIMS

Please amend Claims 1-14. The following is a complete listing of the claims in this application, reflects all changes currently being made to the claims, and replaces all earlier versions and all earlier listings of the claims:

1. (Currently Amended) A method for network management
comprising:
~~accessing a program; said program enabling access to multiple subprograms;~~
~~tracking changes to a plurality of components using said program in one or more networks through a network management engine;~~
~~modifying tracking information for tracking the plurality of components using said network management engine; program; and~~
~~updating implementing tracking modifications made through said network management engine program on[[to]] a the one or more networks; wherein said updating may be fully automated.~~
~~detecting a failing component based at least in part on said tracking changes and generating a problem ticket in response to the detecting, wherein the problem ticket comprises information related to the failing component;~~
~~determining an owning group of the failing component and routing the problem ticket to the owning group; and~~
~~tracking repair status information for repairing the failing component and comparing the repair status information to a pre-established service level agreement~~

specifying a level of service expected for repair of the failing component by the owning group.

2. (Currently Amended) A method according to Claim 1, wherein the tracking changes, the modifying tracking information, and updating the implementing tracking modifications occurs automatically, manually, or through a combination of automatic and manual actions may be configured to be automatic and manual.

3. (Currently Amended) The method of Claim 1 further comprising:
us[[e]]ing of said program network management engine to change one or more components of said plurality of components;
wherein said us[[e]]ing occurs automatically, manually, or through a combination of automatic and manual actions of said program may be configured to be automatic and manual.

4. (Currently Amended) The method of Claim 1 wherein one or more of said plurality of components may be is available to users on said one or more networks.

5. (Currently Amended) The method of Claim 3 wherein said changes to said plurality of components may include: comprises at least one of adding, dividing, multiplying, recompiling, recoding and removal of a component.

6. (Currently Amended) A method for tracking a component; said method comprising a program configured for:
receiving changes to said component at a network management engine;

tracking said changes to said component; ~~and~~
generating network management information related to said
component and said tracking changes;

~~wherein receiving changes, tracking changes and generating~~
~~information may be fully automated.~~

detecting that the component is failing based at least in part on said
tracking changes and generating a problem ticket in response to the detecting, wherein the
problem ticket comprises information related to the failing component;

determining an owning group of the failing component and routing
the problem ticket to the owning group; and

tracking repair status information for repairing the failing component
and comparing the repair status information to a pre-established service level agreement
specifying a level of service expected for repair of the failing component by the owning
group.

7. (Currently Amended) A method according to Claim 6, wherein
generating network management information may includes assigning metrics to said
changes.

8. (Currently Amended) A method according to Claim 7, wherein said
assignment of metrics occurs automatically, manually, or through a combination of
automatic and manual actions is configured to be manual and automated.

9. (Currently Amended) A network management system that
comprises:

a mechanism for accessing a program network management engine;
a mechanism for tracking changes to a plurality of components in
one or more networks through using said program network management engine;
a mechanism for modifying tracking information for tracking the
plurality of components using said program network management engine; and
a mechanism for updating implementing tracking modifications
made through said program network management engine on[[to]] [[a]] the one or more
networks; wherein said updating may be fully automated.

a mechanism for detecting a failing component based at least in part
on said tracking changes:

a mechanism for generating a problem ticket in response to the
detecting, wherein the problem ticket comprises information related to the failing
component:

a mechanism for determining an owning group of the failing
component and routing the problem ticket to the owning group; and

a mechanism for tracking repair status information for repairing the
failing component and comparing the repair status information to a pre-established service
level agreement specifying a level of service expected for repair of the failing component
by the owning group.

10. (Currently Amended) The system according to Claim 9, wherein said
mechanisms function automatically, manually, or through a combination of automatic and
manual actions for accessing a program, tracking changes, and modifying tracking
information may be configured to be automatic and manual.

11. (Currently Amended) The system of Claim 9 wherein said ~~program~~
~~network management engine~~ ~~may be~~ is configured to provide access to multiple
subprograms.

12. (Currently Amended) The system of Claim 9 further comprising:
~~a mechanism for us[[e]]ing of said program network management~~
~~engine to track information related to the changes in one or more components of said~~
~~plurality of components; wherein said mechanism for tracking functions automatically,~~
~~manually, or through a combination of automatic and manual actions may be~~
~~configured to be manual or automated.~~

13. (Currently Amended) The system of Claim 9 ~~further comprising:~~
~~wherein said~~ a mechanism for making changes ~~further comprises:~~
~~to one or more components of said plurality of components,~~

~~wherein said changes to said plurality of components comprises at~~
~~least one of a mechanism for one of adding, dividing, multiplying, recompiling, recoding~~
and removal of a component.

14. (Currently Amended) A network management system that
comprises:

a mechanism for receiving changes to a component ~~at a network~~
management engine;

a mechanism for tracking said changes to said component; ~~and~~
a mechanism for generating network management ~~information~~
related to said component and said tracking changes;

~~wherein receiving changes, tracking changes and generating information may be fully automated.~~

a mechanism for detecting that the component is failing based at least in part on said tracking changes;

a mechanism for generating a problem ticket in response to the detecting, wherein the problem ticket comprises information related to the failing component;

a mechanism for determining an owning group of the failing component and routing the problem ticket to the owning group; and

a mechanism for tracking repair status information for repairing the failing component and comparing the repair status information to a pre-established service level agreement specifying a level of service expected for repair of the failing component by the owning group.